

FFT Monthly Summary: July 2023

RAVENS CROFT MEDICAL CENTRE
Code: E83039



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
76	24	2	1	3	0	0	0	0	100	6	0

Notes: 1. The CQRS Reporting table scores above should be entered directly as presented into the CQRS System. For further information please contact the CQRS service desk on 0800 440 2777 or email them at cqrsservicedesk@gdit.com. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients: 284

Responses: 106

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	73	21	2	1	3	0	100
SMS - User Initiated							
Tablet/App							
Web/E-mail	3	3	0	0	0	0	6
Manual Upload							
Total	76	24	2	1	3	0	106
Total (%)	72%	23%	2%	1%	3%	0%	100%

Summary Scores

94% 4% 2%

NHS Scoring Guidance

Recent guidance issued by NHS England has confirmed the move away from the 'Net Promoter' scoring methodology to a simpler 'Percentage Recommended' and 'Percentage Not Recommended' method.

The percentage measures are calculated as follows:

$$\text{Recommended (\%)} = \frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

$$\text{Not Recommended (\%)} = \frac{\text{very poor} + \text{poor}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

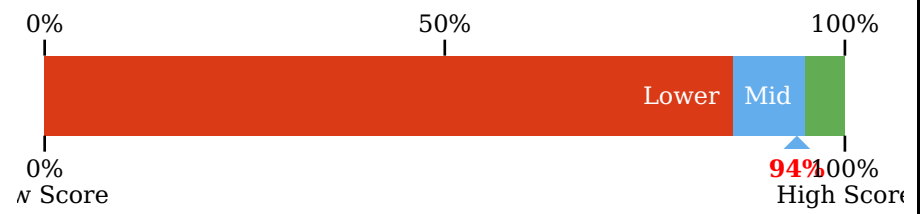
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

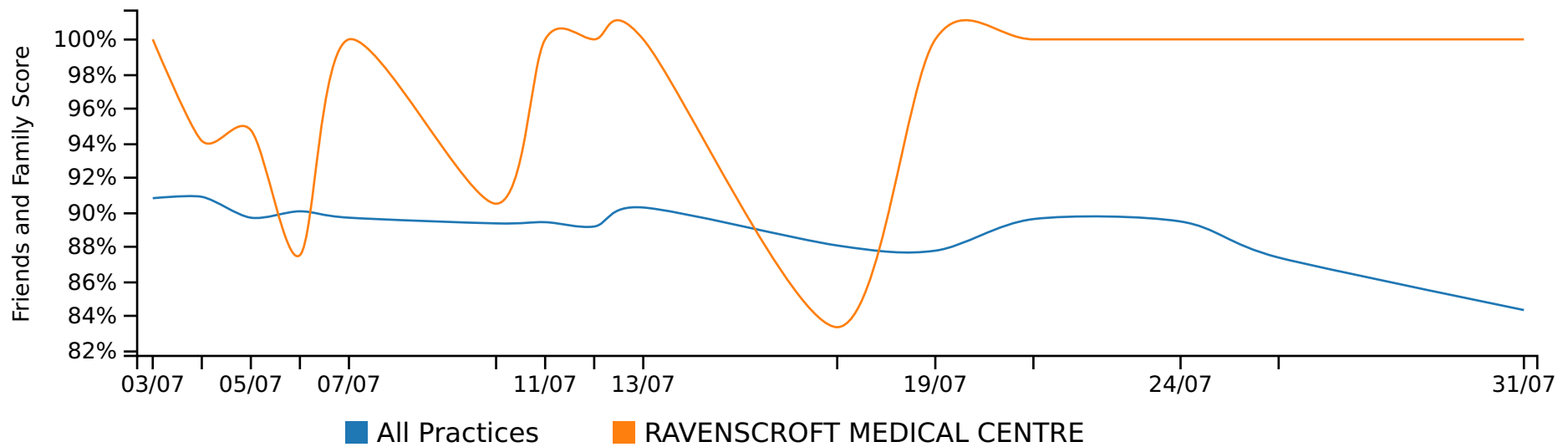
Your Score: 94%

Percentile Rank: 75TH



- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.
 3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 75th percentile means your practice scored above 75% of all practices.

Practice Score: 'Recommended' Comparison



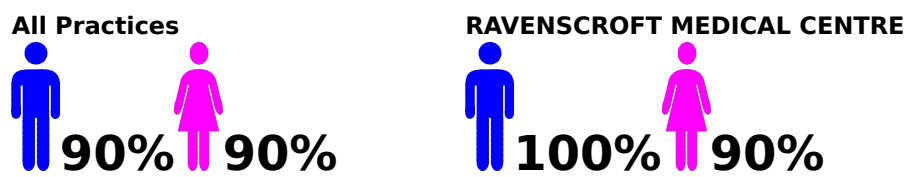
- Notes: 1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

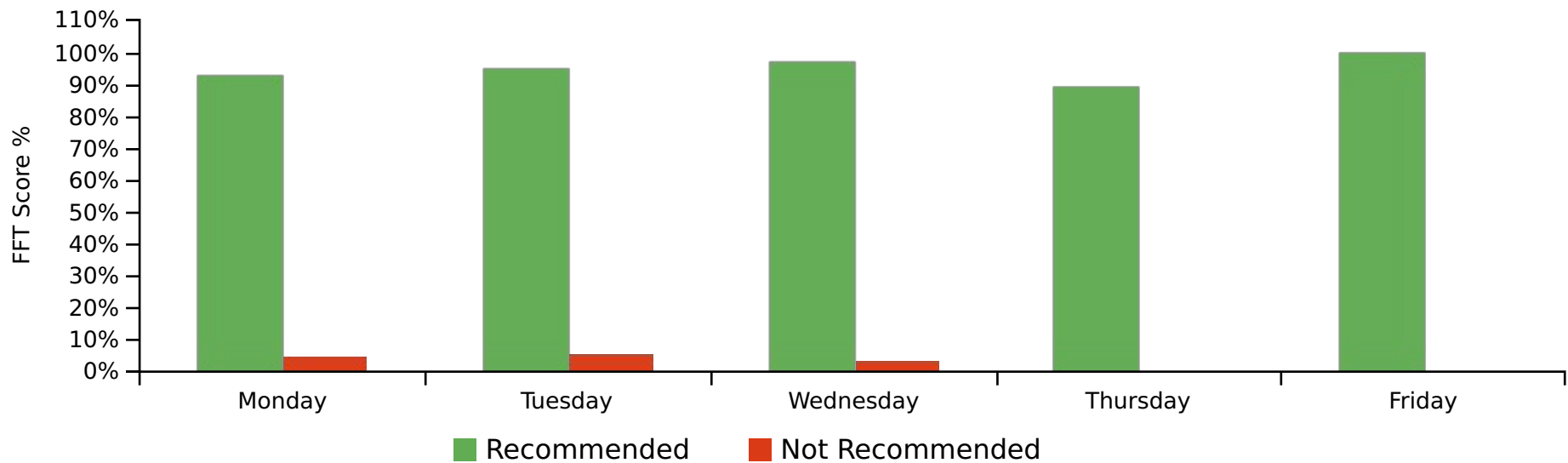
	< 25	25 - 65	65+
All Practices	85%	89%	92%
RAVENSCROFT MEDICAL CENTRE	90%	92%	97%

Gender



- Notes: 1. Scores for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.

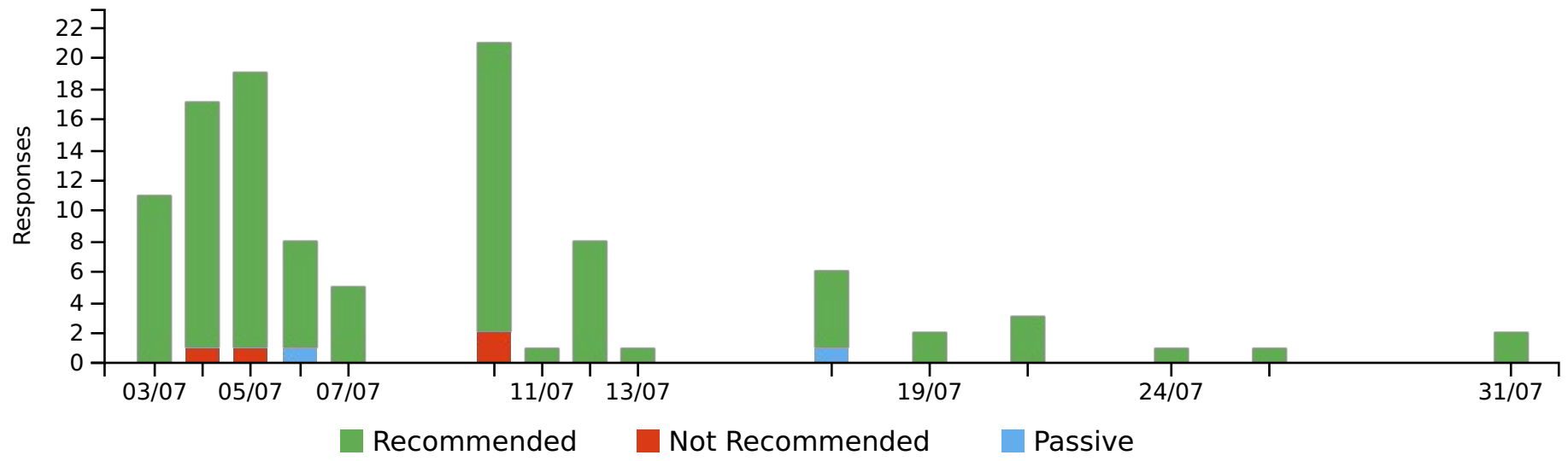
Practice Score: Day of the Week Analysis



- Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
 2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION 4 Patient Response Analysis

Patient Responses



- Notes: 1. Total responses historic by day.
2. Represents actual responses received from all methods.
3. Responses classified as per NHS guidelines. See scoring guidance section.

regular intake of medication and some lifestyle changes

- ✓ Attentive and given me time to discuss my problems.
- ✓ *The doctor was efficient and confident in her diagnosis and made us feel comfortable*
- ✓ The Doctor was thorough and explained to me very in a detailed manner the results of my test. He took time and was very very mindful. The staff at the reception are very helpful and courteous.
- ✓ *Because you asked me to give a grade from 1 to 6.*
- ✓ Same day appointment obtained Thorough approach taken by Dr Frankel
- ✓ *Dr Frankle is amazing and takes a lot of time to care and consider his patients.*
- ✓ The G p cared completely
- ✓ *I saw Tessa and Sonia today they are both very friendly and made me feel at easy when treating me. I was seen on time and Sonia gave me time to discuss my concerns*
- ✓ The Dr. answered my questions
- ✓ *The doctor was very helpful.*
- ✓ The Nurse , Sonia was professional and knowledgeable. The questions asked were relevant as were the answers, A credit to the practise .
- ✓ *First of all Gp was very nice to me and explained everything about my problems to me even she printed two pages about my problems and gave it to me I really appreciate what she did for me Regards Jahanbakhsh Bagheri*
- ✓ Dr Korman was very professional and helped me a lot
- ✓ *Fast appt, concerns dealt with seriously and Tess incredibly helpful.*
- ✓ Dr Holz was friendly and attentive.
- ✓ *Generally responsive, keep patient informed, although little delayed in giving appointments but overall a better experience with them,*
- ✗ It's okay
- ✗ *I trust & have respect for my GP*
- ✗ She is always very kind and easy to talk to

Not Recommended

- ✓ *I don't feel like the doctors take me and my symptoms seriously.*
- ✓ *The Dr was concise and clear with her discs with us*
- ✓ *Because I don't think doctors are thorough and they don't take patients seriously*
- ✓ *Confusion by receptionist about whether or not travel vaccines were in stock so we all attended for vaccines, only to be told that instead they still needed to be ordered. So need to go again (3rd time). The 1st time we attended there was a mistake about my youngest daughter needing vaccine boosters (not until October). The nurse is now aware of all this but it's unfortunate time wasting not just for us but for the nurse as well*

Passive

- ✓ Sometimes the care is very good and for certain issues eg pregnancy I seem to get a GP appointment very quickly on the day I call. However, whilst some of the GPs seem to be empathic, others are less so and give you 5 minutes or less before they say thru have other patients to see. I think every person needs 10mins to explain their issue and get advice and shouldn't be rushed as it is distressing for the patient.